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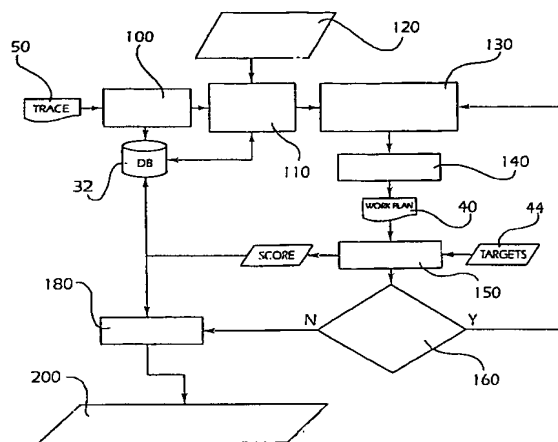
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(54) Title: METHOD AND SYSTEM FOR TUNING A TASKSCHEDULING PROCESS



(57) Abstract: This invention relates to a method of tuning a task scheduling algorithm for assigning tasks (14) to resources (16) of a workforce management system, the scheduling algorithm being arranged for calculating a work plan (22) on the basis of resources availability and tasks to be carried out by said resources and as a function of predetermined scheduling parameters (24). The method is characterised in that it comprises: selectively modifying (120) at least a predetermined subset of scheduling parameters; running (140) the scheduling algorithm on the basis of said parameters, resource and task data, for each modified subset of parameters, to calculate respective work plans (40); applying a score function (150) to each of said work plans for calculating respective score values representative of the degree of achievement of one or more targets (44) by each work plan; and selecting (200) the work plan to be used by said workforce management system as the work plan being attributed a score value complying with a predetermined selection criterion, i.e. a highest score. The invention relates also to a system and a computer program or computer program set to be run on said system, arranged to carry out such a method.



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